

Job Title:	Administrative Assistant II (Zoo)
Job Description Number:	1101
Department/Division:	Parks & Recreation/Zoo
Exemption Status:	Nonexempt
Pay Grade:	208
Immediate Supervisor:	Zoo Business Administrator
Normal Work Schedule:	Mon-Fri, 8 hours/day

Brief Description of the Job:

Provide administrative support for all zoo operations. Supply information, maintain departmental budget to include processing of invoices, maintain files, schedule appointments, produce correspondence, maintain promotional/recruitment materials, manage shelter reservations, conduct various research projects (including internet), , answer the phone, coordinate meetings and events and otherwise relieve department of minor administrative and business details, provide customer service, greet visitors and assist or direct them to the correct person for additional assistance. Order supplies as needed. Manage and organize front office equipment and service needs. Perform other duties as requested from departmental staff. Run off site errands. Assist in admissions, gift shop, and concessions, when needed. Assist with special events.

Essential Functions:

Provide administrative support for all zoo operations (50%): Relieve department of minor administrative responsibilities (i.e. answer multiple phone lines, screen and transfer to correct department for further assistance and take messages, schedule office appointments and school visits, reply to emails, forward, fax, print, file, copy, and laminate documents, distribute mail, proofread documents, brochures, and newsletters). Maintain office supply inventory. Order office, gift, concessions, zoo, education, and janitorial supplies as needed. Manage and organize front office equipment and service needs. Schedule shipping for FedEx, UPS, and USPS. Provide petty cash to staff when authorized.

Bookkeeping, data, and revenue entry (25%): Process all forms of payments cash, checks, and credit card into appropriate accounts for zoo revenue collected outside of admissions, gift and concessions (including but not limited to memberships, education classes, birthday parties, zoo rentals, special events, donations, and contributions). Invoice schools and centers for group admission. Reserve shelters and zoo rentals online. Enter weekly invoices, purchase orders into appropriate accounts into the AS400 system. Enter bi-weekly payroll into the AS400 system. Enter requisitions, receipts, and quotes. Handle petty cash and check request for travel reimbursement. Follow up on past due payments. Review vendor accounts, forward all new vendor applications to correct department.

Public Relations (25%): Act as receptionist with related duties by responding to inquiries and providing information. Assist customers that come to the office with purchases such as memberships, pre-paid passes, and educational classes. Respond to web inquiries and update web sites. Assist with development of department brochures and publications.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Sedentary strength demands include exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.

Physical Demands: Continuously requires sitting, handling, using vision and hearing, twisting, and talking. Frequently requires fine dexterity, reaching, and pushing/pulling. Occasionally requires standing, walking, lifting, kneeling, foot controls, bending, and crouching. Rarely requires carrying and balancing.

Machines, Tools, Equipment, and Work Aids: Telephone, calculator, fax machine, copier, laminator, stapler, tape, and pencil sharpener.

Computer Equipment and Software: Computers (2), printers (2), keyboards (2), MS Word, MS Access, MS Outlook, Corel draw, MS Excel, AS-400, and Counterpoint SQL Enterprise System.

Working Conditions

Overall Working Conditions: Good: Relatively free from unpleasant environmental conditions or hazards.

Environmental Factors: Daily exposure to respiratory hazards. Seasonal exposure to extreme temperatures and wetness and/or humidity.

Health and Safety: Rare exposure to communicable diseases.

Primary Work Location: Office environment.

Protective Equipment Required: None.

Non-Physical Demands

Frequently requires frequent change of task, performing multiple tasks simultaneously, working closely with others as part of a team, and noisy/distracting environment. Occasionally requires time pressures, irregular schedule/overtime, and tedious or exacting work. Rarely requires emergency situations.

Job Requirements

Formal Education: Two year Associate's degree or equivalent in Business Management is required.

Experience: Over two years of experience as an Administrative Assistant is required.

Driver's License Required: Class D South Carolina Driver's license.

Certifications and Other Requirements: None.

Job Demands

Reading: Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Work may require providing basic information to others outside direct reporting relationships on procedures or general policies. Contact may require the consideration of different points of view to reach understanding and gain cooperation and acceptance of ideas. Work has a moderate impact on the organization. External contacts include Friends of the Zoo, vendors, suppliers, and the general public. Internal contacts include Parks and Recreation, OMB, and HR.

Management and Supervision: Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Technical Skill: Basic skill: Work requires the use of standard technical skills appropriate to the work environment of the organization. Comprehensive application: Consequences of work affect large groups as well as the customer-base at large.

Freedom to Act and Impact of Action

Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion. **Moderate impact of action:** Moderate benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.